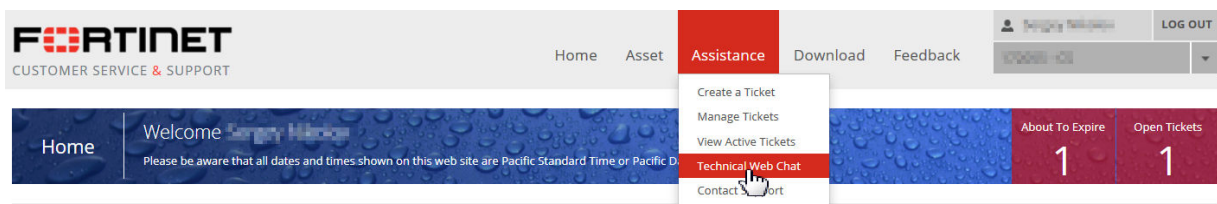


## Web Chat Assistance

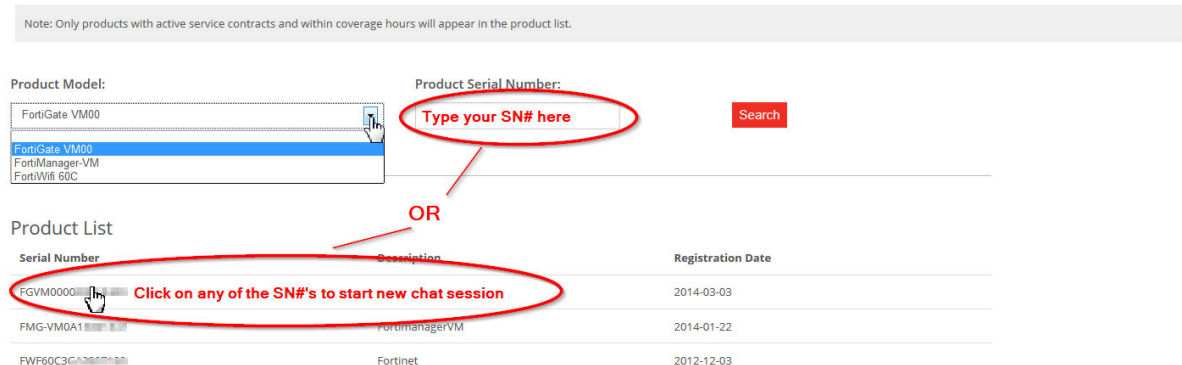
Use online Web Chat service to get quick answer for general questions. There are 2 types of web chat assistance **(1)** Technical Chat and **(2)** Customer Service Chat

### How to start chat with Technical Engineer

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**.
2. Web Chat with technical engineer is available from the top menu under Assistance > Technical Web Chat.



3. Only products with active service contracts and within coverage hours will appear in the product list. Click on the serial number to start the chat session.



## Web Chat Assistance

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4. A separate window will be prompted. Complete the required information and click **“Continue”** to start

Web Chat	Technical Assistance Web Chat Request
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Please complete the following information and click Continue to start your Chat session. All fields are required.

First Name:*	<input type="text"/>
Last Name:*	<input type="text"/>
Email:*	<input type="text"/>
Question/Problem:*	<div><div></div></div>

(Up to 2048 characters)

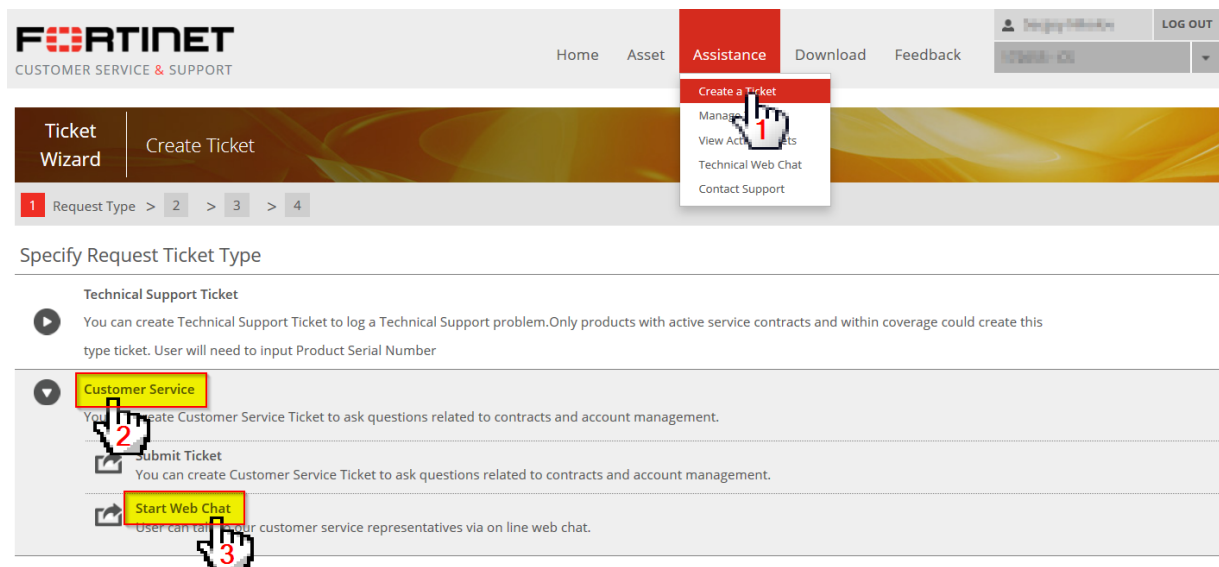
Continue

# Web Chat Assistance

## How to start chat with Customer Service Representative

Web Chat with Customer Service Representative is available under Assistance.

1. Select “**Create Ticket**”.
2. Go to Customer Service
3. Click “**Start Web Chat**”. No serial number or valid support contract is required to chat with Customer Service Team.



4. A separate window will be prompted. Complete the required information and click “**Continue**” to start

The screenshot shows the 'Web Chat' form for 'Customer Service Web Chat Request'. The form has a title bar with 'Web Chat' and 'Customer Service Web Chat Request'. Below the title bar, there is a message: 'Please complete the following information and click Continue to start your Chat session. All fields are required.' The form contains four input fields: 'First Name:\*', 'Last Name:\*', 'Email:\*', and 'Question/Problem:\*'. The 'Question/Problem:\*' field is a large text area. Below the text area, there is a note: '(Up to 2048 characters)'. At the bottom of the form, there is a red 'Continue' button circled in red.